


The background of the slide is a close-up photograph of ivy leaves. The leaves are green with prominent white veins. Some leaves are in sharp focus in the foreground, while others are blurred in the background, creating a sense of depth. The lighting is bright, suggesting sunlight filtering through the foliage.

Tips for Calling 9-1-1



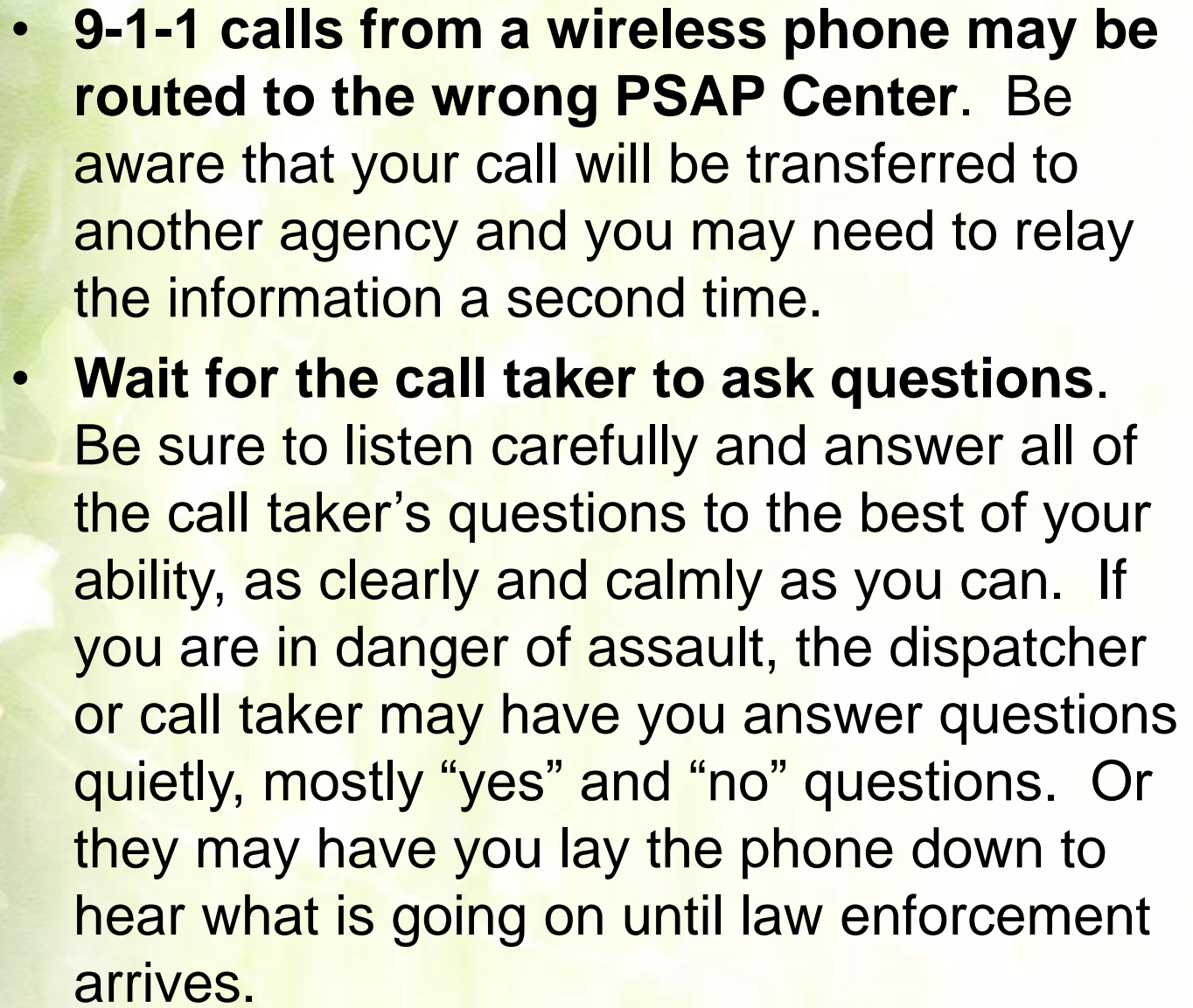
Stay Calm & Speak Clearly


- It is important to take a deep breath and not get excited.
- The dispatcher will know the 911 call is an emergency and will try to move things along quickly, but with control.



Be Aware of your Surroundings

- Know the location of the emergency and the number you are calling from;
- You may be asked your location and phone number several times – don't get frustrated. Even though many 9-1-1 Centers have enhanced capabilities – meaning they are able to see your location on a computer screen – they are still required to confirm the information.
- If for some reason your call is disconnected, at least the dispatchers will have the location and a phone number to call you back.
- If you are calling from a wireless phone, your call may be disconnected if the signal is lost. **Be sure to call back if you are cut off.**

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- **9-1-1 calls from a wireless phone may be routed to the wrong PSAP Center.** Be aware that your call will be transferred to another agency and you may need to relay the information a second time.
 - **Wait for the call taker to ask questions.** Be sure to listen carefully and answer all of the call taker's questions to the best of your ability, as clearly and calmly as you can. If you are in danger of assault, the dispatcher or call taker may have you answer questions quietly, mostly "yes" and "no" questions. Or they may have you lay the phone down to hear what is going on until law enforcement arrives.

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- **Let the call taker guide the conversation.** He or she is typing the information into a computer and may seem to be taking forever.

There is a good chance, however, that emergency services are already being sent while you are still on the line.

- **Follow all directions.** In some cases, the call taker will give you directions. Listen carefully, follow each step exactly, and ask for clarification if you do not understand.
- **Keep your eyes open.** You may be asked to describe victims, suspects, vehicles, or other parts of the scene.
- **Do not hang up** until the call taker tells you to. You may be given instructions to assist a victim. You may be asked to provide additional information or be asked to wait for responding emergency personnel.